



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

SUPERVISING SHERIFF'S EMERGENCY SERVICES DISPATCHER

Class No. 002823

■ CLASSIFICATION PURPOSE

To plan, direct, and coordinate the activities of Sheriff's Emergency Services Dispatchers and other personnel engaged in receiving, evaluating, and acting upon emergency and non-emergency telephone and radio communications in the areas of law enforcement, fire, medical, and/or local government operations; and to perform related work as required.

■ DISTINGUISHING CHARACTERISTICS

This is the first-line supervisory level class allocated only to the Sheriff's Department, Law Enforcement Services Bureau, and Communications Center. Supervising Sheriff's Emergency Services Dispatchers report to the communication center's professional staff managers and are responsible supervising communications center operations and personnel on an assigned shift.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Effectively and accurately communicates information orally in a clear and intelligible voice to elicit and explain information to law enforcement, medical and fire personnel, local government officials and the general public.
2. Effectively operates virtual telephones, computer equipment and two-way radio consoles using keyboard and mouse, trackball or foot pedal.
3. Performs multiple tasks simultaneously such as, receives, documents and disseminates information accurately in both written and oral form, enter information into and retrieve information from computer systems and read information from multiple computer screens.
4. Elicit information, quickly and accurately analyze situations and choose an effective course of action for both emergency and non-emergency situations.
5. Understand, interpret and process radio traffic and telephone calls despite considerable background noise, static and interference.
6. Maintain professionalism while handling emergency and non-emergency calls that are sensitive and maybe life threatening in nature. Deal effectively with persons of all ages and from a variety of cultures, races, ethnicities, religions, genders, sexual orientation and socioeconomic backgrounds that may be emotionally upset and/or uncooperative. Provide clear verbal instructions and information.
7. Effectively perform inquiries into local, State and Federal databases, accurately interprets and disseminates information.
8. Follow established departmental procedures, manuals and guidelines in the performance of assigned tasks.
9. Plans, directs, coordinates, schedules, trains and evaluates the work of subordinate staff.
10. Oversees the operation of 911/emergency communication systems and the dispatching of fire, medical, local government, and public works vehicles.
11. Coordinates communications with other public safety agencies during mutual situations.
12. Maintains and coordinates the security of communications center work areas and computer systems including the Computer Aided Dispatch (CAD) system.
13. Handles and prioritizes difficult and sensitive reports of emergency medical, fire, crime, and traffic incidents.
14. Receives and transmits radio dispatches.

15. Assumes operational control as needed during emergency situations.
16. Prepares watch schedules, standby lists, and other data as assigned.
17. Prepares and submits division policies and procedures for approval.
18. Interprets rules and procedures for employees and the public.
19. Researches and prepares reports as directed.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Techniques, procedures, and methods used in the operation of a public safety communications center, including telephone and radio communications.
- Sheriff's policies and procedures related to communications, patrol, and other departmental operations.
- Emergency (911) systems operations.
- State and local law enforcement procedures, practices, criminal codes, statutes, and ordinances.
- Relevant regulations of the Federal Communications Commission.
- Geography of San Diego County, City and environs.
- Appropriate agencies for handling of public safety complaints, problems, and emergencies.
- San Diego County disaster plans and mutual aid protocols.
- Law enforcement computer systems operations.
- Supervision and training principles and techniques.
- County customer service objectives and strategies.

Skills and Abilities to:

- Effectively direct, coordinate, train, and evaluate the work of subordinate dispatchers, phone operators, and support personnel.
- Explain information effectively and accurately to law enforcement, medical, and fire personnel, local government officials, and the general public.
- Reason clearly, analyze situations accurately, develop and adopt effective course of action under both emergency and non-emergency circumstances.
- Elicit and provide information relevant to maintaining the safety of field personnel.
- Act and respond professionally and objectively while handling calls that are emergency-related, sensitive, provocative, and life threatening in nature.
- Document facts accurately, legibly, and completely during multiple emergency call situations.
- Effectively operate telephone, 911, two-way radio console, inter-communication, transfer and law enforcement computer systems.
- Understand, interpret and process radio traffic and telephone calls despite considerable background noise, static and interference.
- Communicate orally and in a clear and intelligible voice.
- Work effectively and accurately with codes and coded information.
- Read, interpret, and communicate information accurately.
- Assume operational control as needed during emergency situations.
- Prepare complete and detailed reports, memoranda, and related correspondence.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills and abilities listed above. Examples of qualifying education/experience are:

1. Three (3) years of progressively responsible experience as a Public Safety Radio Dispatcher for a California State Law Enforcement Agency within the last three years. Previous experience must have included operating computer-aided dispatch equipment in receiving and transmitting radio communications to law enforcement; OR,
2. Two (2) years of experience as Sheriff's Emergency Services Dispatcher with the County of San Diego.

Previous experience in providing full supervision over a shift of radio dispatchers is desirable.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Incumbents must be able to effectively hear telephone and radio messages despite considerable background noise, static, and interference; must be able to effectively read written information from multiple computer screens; must be able to effectively record and retrieve information via Computerized Systems using keyboard and mouse.

Continuous upward and downward flexion of the neck. Frequent: sitting, repetitive use of hands to operate computers, printers and copiers. Occasional: walking, standing, bending and twisting of neck, bending and twisting of waist, squatting, simple grasping, reaching above and below shoulder level, and lifting and carrying of files weighing up to 10 pounds.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

Training

1. Successful completion of Sheriff's Department 40 hour supervisory course.
2. Incumbents are required to complete 24 hours of P.O.S.T. certified biennial Continued Professional Training (CPT).
3. Incumbents assigned to the CLETS/NCIC communications system will be required to complete Department of Justice certified training for CLETS/NCIC system within six (6) months of appointment.

Certification/Registration

P.O.S.T. Basic Dispatch certificate

Testing

Candidates, who are not promoting from a Sheriff's Emergency Services Dispatcher position, must pass the Crit-Call performance test, as administered by the County of San Diego, which measures: decision-making, data entry, call summarization, cross referencing, character comparison, memory recall, prioritization, and map reading.

Working Conditions

1. Work in a secured, access controlled Communications Center that is operational 24 hours a day. This position works on a rotating shift basis, holidays and weekends. Shifts are 10 hours; overtime can be expected and required. Shifts are rotated every four months by seniority and/or needs of the Department. The work functions are identical on all shifts and all personnel must be able to perform any of the assigned duties.
2. The working environment consists of high volume emergency and life-threatening calls for service.
3. Use of a headset is required at all workstations to hear and orally communicate. All workstations are fully adjustable and the employee has the ability to sit and or stand as desired to perform their duties.

Background Investigation

Incumbents must have a reputation for honesty and trustworthiness with no felony convictions. Misdemeanor convictions may be disqualifying depending on type, number, severity, and recency. Applicants, who are not promoting from a Sheriff's Emergency Services Dispatcher position, will be subject to a thorough background check.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

**New: January 12, 1967
Reviewed: Spring 2003
Revised: March 9, 1999**